

# Exam Questions Experience-Cloud-Consultant

Salesforce Certified Experience Cloud Consultant (SU21)

<https://www.2passeasy.com/dumps/Experience-Cloud-Consultant/>



#### NEW QUESTION 1

Northern Trail Outfitters (NTO) is punning to create an HR help desk for Its employees. IT recommends using Experience Cloud to build the HR help desk app  
Whet should NTO consider when building the MR help desk app?

- A. HR user profits is only available in Enterprise and Performance Editions with HR permission sat license.
- B. MR user profile is only available in Employee Cloud with Employee permission set license.
- C. The HR help desk app can centralize Chatter from all related active Experience Cloud sites in the org.
- D. The HR help desk app can centralize knowledge and self service in to one experience site.

**Answer: C**

#### NEW QUESTION 2

Which three items are reportable by a site administrator through Google Analytics for Experience Cloud sites? Choose 3 answers

- A. Page View by Salesforce Object
- B. Search Activity
- C. User Login History Option
- D. Number of Case Created by user
- E. Contact Support page Activity

**Answer: ABE**

#### NEW QUESTION 3

What accurately sequences the necessary steps to create a partner user from an enabled partner account?

- A. 1) Edit the user record to assign the correct role/profil
- B. ee2) View the partner account contac
- C. Single Book3) Select Manage External User.4) Select Enable Partner User.5) Save.
- D. 1) View the partner account contact.2) Select Manage External Use
- E. Multiple Books3) Select Enable Partner Account.4) Edit the user record to assign the correct role and profile.5) Save.
- F. 1) View the partner account contact.2) Select Manage External User.3) Select Enable Partner User.4) Edit the user record to assign the correct role/profile.5) Save.
- G. 1) Edit the user record to assign the correct role/profile.2) View the partner account contact.3) Select Manage External User.4) Select Enable Partner Account.5) Save.

**Answer: C**

#### NEW QUESTION 4

Ursa Major Solar would like its authenticated external users to be able to search for Quote and Contract objects but not Opportunity or Asset objects.  
Which two standard features allow an administrator to accomplish that? Choose 2 answers

- A. Remove Opportunity and Asset from the Title Menu component in the property editor.
- B. Remove Opportunity and Asset from the navigation Menu component in the property editor.
- C. Remove Opportunity and Asset from the object list in the Global Search Result component property editor.
- D. Remove Opportunity and Asset from the Autocomplete object list in the Search component property editor.

**Answer: CD**

#### NEW QUESTION 5

Northern Trail Outfitter is looking to implement a public Knowledge base. The company has 1, 000 articles stored in an external systems.  
Some of the articles are more than 2 years old.  
What should a consultant recommend to optimize the public knowledge base?

- A. Manually add the top performing articles to Salesforce and select Authenticated Sites as the Channel.
- B. Bulk-import all articles to Salesforce and achieve duplicate and outdated articles.
- C. Manually add the top performing articles to Salesforce and select the Public Knowledge Base channel.
- D. Bulk-import the top performing articles to Salesforce and select the public knowledge base channel.

**Answer: B**

#### NEW QUESTION 6

What is required when creating portal users through Just-Time (JIT) provisioning?

- A. FederationIdentifier
- B. Organization\_id
- C. FirstName
- D. User.Role

**Answer: B**

#### NEW QUESTION 7

Get Cloudy Consulting wants to leverage Metadata API for migrating changes between environments.  
What are the three key features of Metadata API?  
Metadata API might require manual migration for changes that involve unsupported settings and features.

- A. Metadata API is ideal when multiple work streams are involved.
- B. Metadata API can be used programmatically as well as declaratively.
- C. Metadata API is ideal for when the changes are complex.
- D. Metadata API supports migrating all Communicates settings and features.

**Answer:** ABD

#### NEW QUESTION 8

Partners at Universal Containers (UC) have given feedback that it takes too long for administrators to create new users or reset passwords for partner employees. What should be done to help UC with user management?

- A. Recommend partners share user credentials.
- B. Delegate external user administration.
- C. Implement a limit on new users and password resets.
- D. Create a new user form that automatically triggers a process to create a user.

**Answer:** D

#### NEW QUESTION 9

DreamHouse Realty (DR) has active participation of home owners and prospective buyers in its Experience Cloud site that uses Chatter. Recently, DR observed a significant number of comments being marked as spam. OR's Salesforce and Security teams did further analysis and identified the posts made by the spammers. OR's Management team has decided to remove all the spammers' posts and comments from the Experience Cloud site. What should the Experience Cloud consultant recommend to remove them?

- A. Utilize the Insights reports by creating and using a custom action to remove all the spammers' posts and comments.
- B. Submit a high-priority case with Salesforce Support to remove all of the spammers' posts and comments. The site will be under maintenance state until resolution.
- C. Experience Cloud site managers, moderators, and adms work together to remove all the spammers' posts and comments manually.
- D. Enable Experience Cloud Einstein features to remove all the spammers' posts and comments as a background action.

**Answer:** A

#### NEW QUESTION 10

No Moré Homelessness (NMH) is about to create a public site for volunteers where they will be able to sign up for volunteering opportunities at local events. Each registration will result in a record being created for a custom Event Registration object. Which three considerations should NMH keep in mind for records created by guest users? Choose 3 answers

- A. Queues cannot be assigned as owners of records created by guest users.
- B. When possible, one should create and assign queues as owners of records created by guest users.
- C. Setting the default owner for records created by guests is an option in Experience Cloud sites.
- D. Default owner does not need Read/Write access to view the records created by guest users.
- E. Any active user in an org can be assigned as the default owner of records created by guest users.

**Answer:** BCE

#### NEW QUESTION 10

A consultant recently finished gathering requirements for a Cloud Kicks (CK) project that will launch five new Customer Experience Cloud sites worldwide, all on a brand new Salesforce org. The purpose of these sites is to generate buzz around new CK models and crowdsource new ideas for the RAD department. The consultant knows Multiple Books that they need to enable moderation and rate limit rules as part of their planning and must meet the following requirements:

- \* Each site must have three unique content moderation rules that flag specific keywords.
- \* Each site must have four unique rate rules that govern posting limits.
- \* All authenticated users must be able to post on demand. Calculator

What should the consultant consider doing before beginning work on these sites?

- A. Ensure that both the notify and freeze actions for all site rate rules are implemented.
- B. Notify the stakeholders that the number of content moderation rules, but not rate rules, exceeds the org limit.
- C. Notify the stakeholders that the number of rate rules, but not content moderation rules, exceeds the org limit.
- D. Notify the stakeholders that the number of both moderation and rate rules exceeds the org limit.

**Answer:** D

#### NEW QUESTION 12

Ursa Major Solar is utilizing audience targeting for specific components in its portal. Which two considerations regarding audience targeting are true? Calculator Choose 2 answers

- A. You can't assign audiences to the components in the template header and footer sections.
- B. Available domains are created in the Administration workspace and associated with a community through a custom URL.
- C. You can't assign record-based criteria to a component or branding set.
- D. You can only have three audiences.

**Answer:** AC

#### NEW QUESTION 13

Ursa Major Solar (UMS) is automating its business processes using Salesforce. UMS wants its Platinum partners to be able to approve installation projects and deals. In which two ways can UMS accomplish this? Choose 2 answers

- A. Assign external users as approvers on records and create a digital experience for those users.

- B. Assign external users as the co-owners on records and create a digital experience for those users.
- C. Add external users directly to approval queues and create a digital experience for those users.
- D. Assign external users Super User access on records and create a digital experience for those users,

**Answer:** AC

#### NEW QUESTION 14

A consultant is in the process of designing the sharing and visibility model for Cloud (CK) new hiking site built on experience Cloud. The consultant knows that CK plans to use the Customer Community License type.  
What limitations should the consultant consider related to sharing and visibility for this license type?

- A. All site users that require access to certain records for certain objects have the proper Sharing set.
- B. Any site users that require access to specific records have the proper Sharing Rule.
- C. All site users that require access to all records across all objects have the proper Sharing Set.
- D. All site users have the appropriate role assigned.

**Answer:** C

#### NEW QUESTION 15

An administrator for Cloud Kicks wants to create a new partner user for an existing site.  
Which step does the administrator need to perform right before providing user details and saving the user record?

- A. Click "Manage Partner User" on the Contact detail page, then click "Enable Customer User".
- B. Click "Manage Partner User" on the Account detail page, then click "Enable Partner User".
- C. Click "New" on the User Setup page in Lightning Experience.
- D. Click "Manage External User" on the Contact detail page, then click "Enable Partner User".

**Answer:** D

#### NEW QUESTION 16

Northern Trail Outfitters (NTO) is building a digital experience for its independent researchers who will be collaborating with NTO's staff on their research-related submissions.  
Which user visibility setting needs to be enabled at a minimum?

- A. None
- B. Site User Visibility
- C. Guest User Visibility
- D. Portal User Visibility

**Answer:** D

#### NEW QUESTION 18

Cloud Kicks (CK) is using audience targeting to display pages and components to certain users based on their assigned audience. The New York City account contain multiple departments; all of which belong to that account. One of the page virtualization of the Home page of CK's Experience Cloud site a assigned to the New York City audience. CK also has a Rich Content Editor component within this Home page that is assigned inly to the Legal Department audience.  
Who will be able to see the Rich Content Editor component?

- A. New York City audience members with the Legal Department sharing set
- B. Members that are part of both the New York City audience and the Legal Department audience
- C. All Cloud Kicks Experience Cloud site members
- D. All New York City audience members.

**Answer:** B

#### NEW QUESTION 20

Northern Trail Outfitters (NTO) is evaluating Experience Cloud for creating an onboarding app for new hires. Which two things should NTO consider when creating the onboarding app? Calculator  
Choose 2 answers

- A. Experience Cloud cannot be used for employee apps.
- B. Not all Chatter posts inside Chatter groups within the employee app will be available in the main org.
- C. Employee apps are only available in Unlimited Edition.
- D. Chatter posts related to a record will be available in the employee app as well as the main org.

**Answer:** CD

#### NEW QUESTION 25

DreamHouse Realty recently created a site for potential buyers. The content is organized using topics. Where can site users go to find out how current and popular a topic is?

- A. Trending Topics Channel
- B. Collaboration Dashboard
- C. Topic's detail page
- D. Content Management Report

**Answer:** A

#### NEW QUESTION 26

Ursa Major Solar would like to use three Record Detail components on a page to display object details for the Account, Case, and Opportunity objects for the user who is logged in to the company's portal. When they drop the components on the page, they are not getting the desired results. What is causing this issue?

- A. The Record Detail component populates the recordID associated with the object for the page template, so this component will not work for this use case.
- B. The Record Detail component populates the record associated with the object for the page template so this component will only work on the Home page template
- C. The Record Detail component is a custom component and was not configured correctly
- D. The Record Detail component will only show record details for the Case object.

**Answer:** A

#### NEW QUESTION 28

The Experience Cloud manager has been asked to ensure that a Knowledge article is visible to Internal Salesforce users, unauthenticated visitors to the site, and third-party authenticated users.

Which two settings need to be configured on the draft article before it is published? Choose 2 answers

- A. Visible to Partner
- B. Visible in Public Knowledge Base
- C. Visible to Employee
- D. Visible to Guest User

**Answer:** AD

#### NEW QUESTION 31

Cloud Kicks (CK) wants to use its existing single sign-on (SSO) Identity Provider with its new Experience Cloud site. CK wants to use the Just-in-Time Provisioning feature for Experience Cloud. Which value is required in the user type?

- A. Standard
- B. Username
- C. Entity ID
- D. Federation ID

**Answer:** D

#### NEW QUESTION 36

Universal Containers (UC) maintains multiple customer experiences, but only one profile for No customer has access to more than one experience. Which two steps should the UC admin take to grant access to each customer? Choose 2 answers

- A. Create a permission Set
- B. Select a permission set for a given experience
- C. Select the profile for a given experience
- D. Edit the applicable user profile

**Answer:** AB

#### NEW QUESTION 41

Universal Containers (UC) works with regional partners to sell localized products. UC is actively accepting new partner applications in certain regions. Partners can only apply using UC's referral program, and the application form in certain regions can potentially contain a varying degree of sensitive information. The list of existing partners must not be shared with the general public.

What should the Experience Cloud consultant recommend?

- A. Create an app for the Internal business development team and allow them to generate token-based referral links for existing partners in their region.
- B. Create a public site for existing partners and allow them to generate token-based referral links for prospect partners.
- C. Create a public site for prospect partners, show them a nondisclosure agreement, and allow them to fill out an application form on the site.
- D. Create an authenticated digital experience for partners and allow them to refer other partners in their region.

**Answer:** D

#### NEW QUESTION 46

Bloomington Caregivers (BC) has created a customer Experience site using Experience Cloud that gives customers the ability to pay this, manage appointments, and open cases with support. BC also has a partner Experience site on Experience Cloud. The company's leadership has now decided to extend access to the customer Experience site to its partners and internal Salesforce users so they can collaborate more effectively.

What is the recommended way to add partners and internal users to the customer Experience site?

- A. Create business accounts for partners and internal users, enable the accounts as customers, and then create users under these accounts by creating contacts.
- B. Configure SSO between the partner site and customer site so partners get access
- C. Also configure SSO between internal org and the customer site so internal users get access to the customer site.
- D. Add the existing partner profiles and internal user profiles to the customer Experience site; this will automatically give users access to the customer site.
- E. Enable the partner accounts and the internal accounts as customers; the users under these accounts will then automatically gain access to the customer site.

**Answer:** C

#### NEW QUESTION 49

Bloomington Caregivers (BC) wants to streamline back-end processes and workflows for its employees. BC recently learned about Lightning Bolt solutions for employees at a world tour event.

Where should BC look for potential Lightning Bolt solutions?

- A. Salesforce AppExchange
- B. Salesforce Accelerator Directory
- C. Salesforce Accelerator Catalog
- D. Salesforce Connect

**Answer:** C

#### NEW QUESTION 53

Ursa Major Solar would like the navigation menu in the customer portal to be vertical. Which two options make this possible? Choose 2 answers

- A. Edit the default navigation
- B. Download an app from AppExchange
- C. Fix the header's Position.
- D. Write custom code

**Answer:** BD

#### NEW QUESTION 54

Northern Trail Outfitters implemented a chatbot on its Experience site.

Which three KPIs could be used to help understand the chatbot's impact on customer service? Choose 3 answers

- A. Number of lead records created
- B. CSAT (Customer Satisfaction score)
- C. Case deflection
- D. Average Handle Time compared to Bot Session Time
- E. Case Type by Issue

**Answer:** BCD

#### NEW QUESTION 55

Universal Containers is looking to onboard three new partners to the community.

\* Each partner have a branded experience containing their colors and logo.

\* Gold and silver partners should have access to the Leads inbox component, but Bronze partners should not.

\* Bronze partners should not have access to the Leads tab. How should an administrator solve for these requirements?

- A. Create branding sets, audience targeting, and navigation menu targeting.
- B. Create branding sets, audience targeting and a custom Navigation menu component.
- C. Create a separate community for each partner with audience targeting.
- D. Create branding sets, a separate page variation for each partner, and a custom Navigation Menu component.

**Answer:** A

#### NEW QUESTION 58

Cloud Kicks (CK) has a Partner Community with an External Account hierarch. The Number of Partner Roles is set to two with the roles defined as Partner Manager and partner user.

If CK has a Partner user at a child account that creates a case, who will have access?

- A. The Partner user who created the case those in the Partner Manager role above them, and those in the Partner manager role in the Partner account
- B. The Partner user who created the case, their peers in the Partner user role, those in the Partner manager role above them, those in the Partner user role in the partner account, and those in the partner Manager role in the parent account.
- C. The partner user who created the case, their peers in the partner user role, those in the partner Manager role above them, and those in the Partner Manager role in the parent account.
- D. The partner User who created the case, those in the partner Manger role above them, those in the Partner user role in the parent account, and those in the partner manager role in the parent account.

**Answer:** B

#### NEW QUESTION 63

The mission of No More Homelessness (NMH) is to help every homeless person in the best possible manner through its Experience Cloud site. NMH's site manager wants to set up search engine optimization (SEO) to ensure NMH's public Experience Cloud site is visible to search engines.

Which two practices does the site manager need to do to ensure SEO is implemented successfully? Choose 2 answers

- A. Check whether a custom robots.txt file to control indexing has been created.
- B. Check whether the Experience site is public and activate
- C. Pencil & Paper
- D. Check whether the SEO Institute has provided the approval for the site with end date.
- E. Check whether manual sitemap refresh happens on the last day of every month.

**Answer:** AB

#### NEW QUESTION 66

To which three objects can the Partner Super User access be applied? Choose 3 answers

- A. Opportunities

- B. Accounts
- C. Cases
- D. Custom Objects
- E. Campaigns

**Answer:** ACD

#### NEW QUESTION 69

Cloud Kicks has packaged its Customer Support Community. The community includes navigation menu items that link to standard and custom objects. Which two points should the Experience Cloud consultant consider when reviewing the package? Choose 2 answers

- A. Custom list views for custom objects are not included as dependencies.
- B. Custom list views for custom objects are included as dependencies.
- C. Custom list views for standard objects are not included as dependencies.
- D. Custom list views for standard objects are included as dependencies.

**Answer:** BC

#### NEW QUESTION 74

Ursa Major Solar (UMS) noticed that guest users are unable to see images on its customer portal. Which setting should UMS enable in order for guest users to see the images?

- A. "Enable Image Connect for guest users" in the Administration Workspace
- B. "Let guest users view asset files and CMS content available to the community" in the Administration Workspace
- C. "Allow guest users to self register" in the Administration Workspace
- D. The "Jepson" theme in the Builder Workspace

**Answer:** B

#### NEW QUESTION 77

Universal Containers is looking to build a new self-service site. Users will post questions, read Knowledge articles, and view case reports, users will not be registering deals or participating in any other sales activity. Which external user license meets these requirements?

- A. Authenticated Service Site User
- B. External Community Plus
- C. External Identity
- D. Customer Community Plus

**Answer:** D

#### NEW QUESTION 82

Cloud Kicks (CK) is in the process of updating and retiring multiple Experience Cloud sites on its one org. What should CK consider before taking action as it inactivates and brings on new sites?

- A. Each org can have up to 100 Experience Cloud sites; preview sites don't count toward that limit.
- B. Each org can have up to 100 Experience Cloud sites; preview sites count toward that limit but inactive sites do not.
- C. Each org can have up to 100 Experience Cloud sites; active, preview, and inactive sites all count toward that limit.
- D. Each org can have up to 100 Experience Cloud sites as long as they are active.

**Answer:** C

#### NEW QUESTION 85

Which step denotes the completion of an Experience Cloud site setup?

- A. Setting up SSO
- B. Activating the site
- C. Assigning roles to users
- D. Assigning profiles to users

**Answer:** B

#### NEW QUESTION 88

A consultant needs to leverage ExperienceBundle for a deployment but is unable to view it. What is the most likely cause for this issue?

- A. The experience has not yet been published.
- B. A change set containing the Network needs to be deployed.
- C. The "Enable ExperienceBundle Metadata API" setting needs to be checked.
- D. A custom Experience template needs to be created.

**Answer:** C

#### NEW QUESTION 93

Get Cloud Consultant (GCC) is implementing a Salesforce-based solution for a global coffee brand. The coffee company works with agrp research and coffee growers from around the world. These researchers will submit their recommendations in the system which will go through an approval process before reaching coffee

growers who will ultimately use those recommendation during cultivation.

The Design team estimates the need for at least 20 custom objects given that the coffee company plans to use Salesforce to also manage incentives. Compensations, distribution, and projections.

Which user license Should GCC recommend for the researchers?

- A. Customer Community
- B. External Apps
- C. Partner Community Plus
- D. Customer Community Plus

**Answer: B**

#### NEW QUESTION 95

Cloud Kicks (CK) wants to create a public site to recruit potential volunteers. Volunteering events are stored in a custom VolunteeringEvent object. How can CK give guest users access to a custom object?

- A. Through guest user roles
- B. Through guest user Sharing Sets
- C. Through guest user organization-wide defaults (OWD)
- D. Through guest user Sharing Rules

**Answer: D**

#### NEW QUESTION 96

Universal Containers (UC) has hired UX designers to help improve brand recognition and has a new style guide it needs to implement to unify branding across all of its Experience sites.

What should UC do to accomplish this?

- A. Create a custom theme to apply to all Experience sites.
- B. Reference a shared Bootstrap CSS file in all of the sites.
- C. Create a custom template to apply to all Experience sites.
- D. Send the style guide to Experience managers to implement.

**Answer: D**

#### NEW QUESTION 98

The system administrator at Get Cloudy Consulting is trying to import Customer Portal users to the newly created Experience Cloud. However, the import failed. What could be two reasons for this failure? Choose 2 answers

- A. The portal role record has not been created.
- B. The portal profile record has not been created.
- C. User records are missing
- D. Portal & Profile
- E. Contact records have not been created.

**Answer: AD**

#### NEW QUESTION 99

Which component inform support agents working in the Service Console what actions a customer has taken on an Experience site?

- A. Experience Tracker
- B. Customer Insights
- C. Community View
- D. Einstein Customer

**Answer: B**

#### NEW QUESTION 104

What are two Salesforce recommendations for setting up partner roles in large orgs? Choose 2 answers

- A. Create partner roles in the same branch in your Role Hierarchy.
- B. Create partner roles in a separate branch in your Role Hierarchy.
- C. Grant partner users access to the partner account using a Sharing Rule.
- D. Reduce the number of roles to one to improve system performance.

**Answer: BC**

#### NEW QUESTION 109

Universal Containers is implementing a Partner Community.

Which sharing setting would allow users to collaborate with their peers who work for the same partner firm, but not with any users outside of their firm?

- A. Community User Visibility
- B. Chatter Group Member Visibility
- C. Site User Visibility
- D. Portal User Visibility

**Answer: B**

#### NEW QUESTION 112

Northern Trail Outfitters has configured chat so customers can quickly get answers to their questions by chatting with an agent while browsing the Experience site. How should an administrator embed the chat window in an Experience site?

- A. Add the Embedded Service component to Builder pages.
- B. Create a custom component using the Embedded Service API.
- C. Configure the Embedded Service connector.
- D. Create an Embedded Service quick action.

**Answer:** A

#### NEW QUESTION 117

Bloomington Caregivers (BC) intends to launch a company-wide project to create personalized experiences for its providers, vendors installers, and patients. BC's business processes and workflow flow industry standards and common practices, mostly driven by compliance and regulatory mandates. What should BC closely into during the evaluation phase?

- A. Lightning Bolt solutions
- B. Community Connect
- C. Digital Experience framework
- D. SDLC (Software Developer Life Cycle) for Experiences

**Answer:** D

#### NEW QUESTION 121

DreamHouse Realty (DR) plans to invite individuals from several new companies to its Broker Portal and would like to differentiate the user experience for each company.

Which three options should the DR system administrator use to personalize the look and feel of the portal for each new brokerage? Choose 3 answers

- A. Branding Sets
- B. Audience Sets
- C. Page Variations
- D. Audience Targeting
- E. Partner User Roles

**Answer:** ACD

#### NEW QUESTION 123

Northern Trail Outfitters (NIO) is considering how to manage its accounts for the B2B portion of its business. NIO uses person accounts for its B2C business, and business accounts with related contacts for its B2B business. NTO has several B2B customer accounts that are very large. These accounts have child accounts that represent departments and opportunities at the department level that will need to be visible to users at the parent account level. NTO has Customer Community Plus licenses.

How should NTO manage its accounts in its Partner Community?

- A. Extend the Standard Role Hierarchy setting departments as child accounts.
- B. Enable the External Account Hierarchy setting departments as child accounts.
- C. Use the Business Accounts and Contacts with Sharing Sets to grant additional record access as needed.
- D. Since NTO has person accounts, it cannot use the External Account Hierarchy and will need to use groups and sharing rules to grant the required record access.

**Answer:** D

#### NEW QUESTION 126

Cloud Kicks (CK) wants to organize content on its site so that users can easily search and brows for information. Which three features should CK use to accomplish this goal?

- A. Navigational Topics
- B. Content Topics
- C. Content Graph
- D. Featured Topic
- E. Navigation Tree

**Answer:** ABD

#### NEW QUESTION 129

Ursa Major Solar (UMS) has business and person accounts in its Salesforce org. UMS has partner portals created for its Silver partners, DreamHouse Realty (DR) and Cloud Kicks (CK).

UMS's Experience team is creating users for its partners. DR and CK users do not require access to opportunities, leads, and campaigns. What are the two considerations for creating partner users and granting access? Choose 2 answers

- A. Only business accounts can be created as partner users
- B. Assign Partner Community license to partner users.
- C. Assign Customer Community Plus license to partner users.
- D. Only person accounts can be created as partner users.

**Answer:** BC

#### NEW QUESTION 134

Universal Containers (UC) updates its Salesforce CMS content often to meet the needs of its customers. The site builder wants to use a template with out-of-the-box components that dynamically update the CMS content on its Experience Cloud site. Which template should the site builder use?

- A. Build Your Own (Aura)
- B. Customer Service
- C. Salesforce Tabs + Visualforce
- D. Build Your Own (LWR)

**Answer: B**

#### NEW QUESTION 136

Dreamscape Flowers (DF) has a community for its flower growers. DF now wants to create communities for its franchisee network as well as direct B2C customers as part of a company-wide digital transformation. Other subsidiaries of DF are also undergoing digital transformation and are interested in setting up similar communities based on DF's approach.

In what two ways can Lightning Bolt help DF accomplish this? Choose 2 answers

- A. Lightning Bolts can be distributed and reused.
- B. Lightning Bolts can help reduce implementation time.
- C. Lightning Bolts can help minimize licensing and provisioning cost.
- D. Lightning Bolts can help organize, manage, and reuse digital content.

**Answer: BC**

#### NEW QUESTION 137

DreamHouse Realty (DR) is designing a digital experience for its global real estate team. The realtors will need access to Knowledge, reports and dashboards, and Leads coming in from the website. Leads are converted to Opportunities by an internal DR deal desk. Which license type meets this requirement?

- A. Customer Community Plus
- B. Customer Community
- C. Partner Community
- D. Channel Account

**Answer: C**

#### NEW QUESTION 140

Northern Trail Outfitters (NTO) reports that 50% of calls to its support line are for repeatable issues. Using standard out-of-the-box functionality, in which ways can NTO decrease its call volume using an Experiences site?

Choose 3 answers

- A. Create an FAQ Knowledge article.
- B. Deploy a chatbox to address common questions.
- C. Enable Chatter Questions to encourage peer-to-self-service
- D. Create a public "announcement only" group for moderators to address common questions.
- E. Create an FAQ rich text component on the Home page.

**Answer: ABC**

#### NEW QUESTION 142

Northern Trail Outfitters would like to display a different Hero component on the Home page for United States and EMEA. How should an administrator accomplish this?

- A. Create a page variation for EMEA, configure the Theme, and include a different Hero component.
- B. Create a page variation for EMEA, configure the flexible page layout, and include a different Hero component.
- C. Use the same page variation for EMEA and include multiple targeted HTML components.
- D. Use the same page variation for EMEA, include multiple Hero components, and target each , component.

**Answer: D**

#### NEW QUESTION 144

Cloud Kicks (CK) is planning to launch a public site. The site will contain a variety of digital content, including static content as well as dynamic content. CK is planning to use Content Delivery Network (CDN).

Which statement is true about using CDN with Experience Cloud?

- A. CDN can help consistency attaching content timestamps as key-value pairs to both static and dynamic content.
- B. CDN can help availability by allowing remote cloning for dynamic resources.
- C. CDN can help performance by caching public resources.
- D. CDN can help reliability by allowing local cloning for static resources.

**Answer: A**

#### NEW QUESTION 147

Which three permissions are included for a delegated administrator? Choose 3 answers

- A. Create and edit external user records.
- B. Manage object access for external users.
- C. Add external users to multiple accounts.
- D. Generate new passwords for external users.
- E. Manage permissions sets for external users on their account.

**Answer:** ADE

#### NEW QUESTION 151

Universal Containers (UC) has been using Salesforce to manage its sales and service processes. UC also an Experience Cloud site to interact with its customers. UC has now acquired Cloud Kicks (CK) Retail to grow its business, CK also uses Salesforce and a self-service site built on the experience Cloud to allow its customers to log support requests. UC now wants its customers to be able to use CK's self-service site so they can have a more integrated experience. What should an Experience Cloud consultant recommend so that UC's can log in to CK;s site?

- A. Create separate user account for UC customer in CK's Experience Cloud site, since SSO cannot be established between two Experience Cloud sites.
- B. Use a third-party identity provider to establish SSO between the two Experience Cloud sites, since Salesforce can only be used as a service provider.
- C. Establish SSO between the two Experience Cloud sites by using one org as an identity provider and the other org as a service.
- D. Create custom Apex handlers using login method from site class to sign in users from one community to the other.

**Answer:** C

#### NEW QUESTION 154

AW Computing wants to create a site that gives customers access to Knowledge articles and peer-to-peer conversations, with the aim of decreasing the number of calls to its support organization. What should AW Computing do to accomplish this goal?

- A. Give access to its internal orgs using Chatter groups
- B. Open its Slack implementation to all customers
- C. Create a site with the Customer Service template
- D. Create a site with the Marketing Microsite template

**Answer:** C

#### NEW QUESTION 156

Northern Trail Outfitters has a network of resellers who are Partner Community users. One of the resellers has requested that their parent company get View access to cases created by their child companies. Which functionality will meet the requirement best?

- A. Manually share cases.
- B. Move users who need case access to a higher level in the Role Hierarchy.
- C. Configure an External Account Hierarchy.
- D. Create a Sharing Set for the Account.

**Answer:** C

#### NEW QUESTION 160

The Cloud Kicks (CK) site administrator is onboarding a now partner to its Experience Cloud site. They have created the partner as an Account, added the required Contacts, and ensured that the Welcome Email selection is checked. However, upon review, the site administrator has found that none of the partner users were able to register. What should the site administrator do to ensure they are able to set up partner users correctly?

- A. Double-check that the partner profile has been added to the CK site.
- B. Ensure that the Account has been enabled as a partner Account.
- C. Double-check that the provided email addresses are correct.
- D. Ensure that the Contacts under the Account are enabled as partner users.

**Answer:** D

#### NEW QUESTION 162

Universal Containers (UC) works with a large retainer network. UC wants these retailers to start registering deal and work with UC to convert them into sales. Which user license should the Experience Cloud consultant recommend?

- A. Partner Community Plus
- B. Partner Community
- C. Platform Portal
- D. Commerce Portal

**Answer:** B

#### NEW QUESTION 166

Dreamscape Flowers recently launched three Experience Cloud sites for North America, Europe, and Asia Pacific regions. The Community managers have installed the Salesforce Communities Management package and are getting useful insights on adoption and engagement. During the Community managers' weekly meeting, the Community manager for Europe mentioned that the preconfigured Insights reports cannot be used for their Experience Cloud site. What is the reason for this issue?

- A. The Community manager for Europe does not have System Administrator privileges.

- B. The preconfigured Insights reports need to be modified to meet GDPR requirements.
- C. The Experience Cloud site for Europe is not using Chatter which is needed to use the preconfigured Insights reports.
- D. The Experience Cloud site for Europe has more than a million users.

**Answer: C**

#### NEW QUESTION 168

Get Cloudy Consulting is implementing an equity management solution for one of its financial clients. The solution will enable the external independent financial researchers to collaborate with internal portfolio control staff in a private Chatter group. What should the Experience Cloud consultant recommend to meet the requirements for both personas?

- A. Give external researchers and internal staff access to the main org.
- B. Create a portal for external researchers and give internal staff access to the portal.
- C. Create a portal for external researchers and give internal staff access to the main org.
- D. Create a portal for external researchers and create an app for internal staff.

**Answer: C**

#### NEW QUESTION 169

Universal Containers (UC) is looking to create a site that supports channel sales, leads distribution, and deal registration. Which template should UC select?

- A. Customer Account Portal
- B. Help Center
- C. Partner Central
- D. Build Your Own

**Answer: C**

#### NEW QUESTION 171

What are three best practices when configuring self-registration for an Experience Cloud site? Choose 3 answers

- A. Assign a cloned standard site profile as the default for self-registration.
- B. Use a restrictive default profile to begin with.
- C. Create a separate profile for your self-service site and your partner portal.
- D. Assign the standard site profile as the default for self-registration.
- E. Use the same profile for your self-service site and your partner portal.

**Answer: ABC**

#### NEW QUESTION 176

DreamHouse Realty (DR) recently created a site for potential buyers. DR has a rich knowledge base organized in data categories and now plans to make those Knowledge articles available to site users. Which two steps does DR need to take in order to ensure that new articles show up in the site on an ongoing basis without manual intervention? Choose 2 answers

- A. Map articles to Content Topics.
- B. Map topics to data categories.
- C. Enable "Share on Sites" setting.
- D. Enable "Automate Topic Assignment" setting.

**Answer: BD**

#### NEW QUESTION 181

Cloud Kicks (CK) is planning to introduce a User Acceptance Testing (UAT) process to ensure quality. UAT will take place in Partial and Full sandboxes. CK has also set up the Salesforce content Delivery Network (CDN) for its domain in production environment. What should CK keep in mind about Salesforce CDN?

- A. Salesforce CDN is only supported in Full sandbox environments.
- B. Salesforce CDN is not supported in sandbox environments.
- C. Salesforce CDN is only supported in Developer sandbox environments
- D. Salesforce CDN is supported in all sandbox environment

**Answer: B**

#### NEW QUESTION 185

Ursa Major Solar (UMS) would like to render a header and footer from an external content management system into its customer portal. Which feature should UMS use to accomplish this?

- A. Developer Console
- B. Compact Header Properties
- C. Rich Content Editor
- D. CMS Connect

**Answer: D**

**NEW QUESTION 190**

Dreamscape Flowers (DF) is a well-known global with a large network of partners in various regions DF currently has a number of manual process with varied complexity. Some of these processes involve lifecycle management that DF is looking to automate as part of a broad digital transformation initiative. In what three ways can Salesforce Partnership Management (PRM) help DF? Choose 3 answers

- A. Automating partner onboarding process
- B. Helping partners manage their payments and file taxes
- C. Providing reports and dashboards access to partners
- D. Preventing channel conflict

**Answer:** ACD

**NEW QUESTION 191**

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